

Exhibit 9

Infringement Claim Chart for U.S. Pat. No. US7269253B1 v. Seek Thermal

Claim 10	Evidence
<p>10. A communication's method comprising:</p>	<p>The Seek Thermal Customer Service performs a method for communicating in a communication network.</p> <p>For Example, Seek Thermal Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div data-bbox="640 537 1791 1130" data-label="Image"> </div> <p>Source: Support Hours - Seek Thermal Support</p>

Support Hours

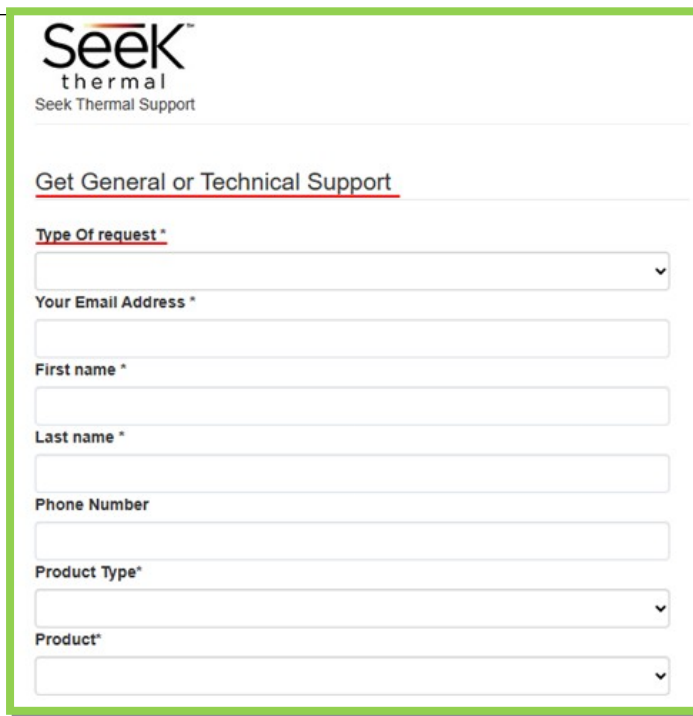
1 year ago · Updated

Seek Support is available during the hours of 0800-1600 (Pacific Time Zone) Monday - Thursday, and 0800-1500 on Fridays, Toll Free in the USA at 844-SEE-HEAT (844-733-4328).

Additionally, you can contact Seek Support by submitting a Support Ticket here: [Submit a Request](#)

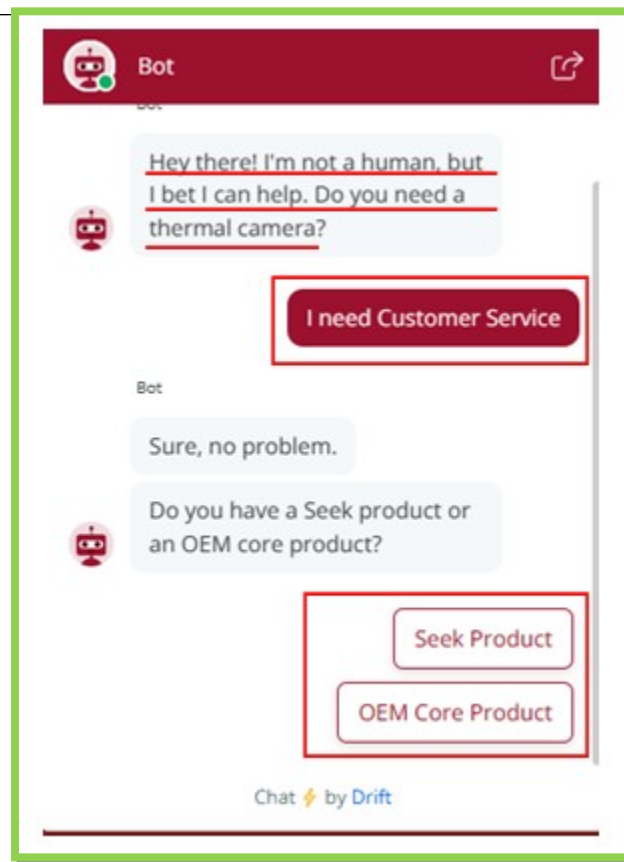
Once you complete a ticket with your service request, we will review your information and respond to your message within one (1) business day.

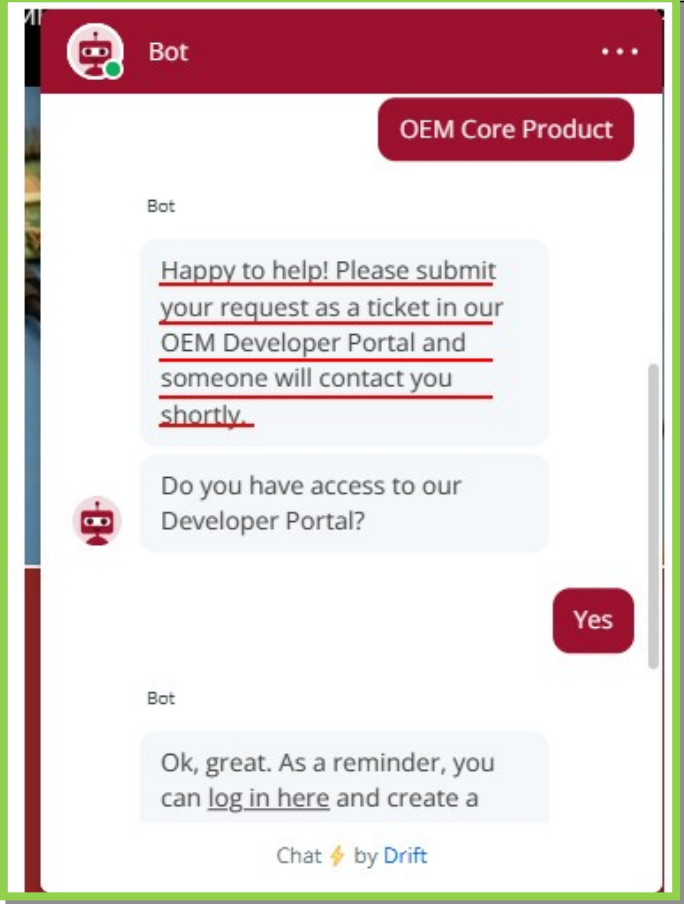
Source: [Support Hours – Seek Thermal Support](#)



The screenshot shows a web form for Seek Thermal Support. At the top is the 'Seek thermal' logo with the tagline 'Seek Thermal Support'. Below the logo is a section header 'Get General or Technical Support' underlined in red. The form contains several input fields: 'Type Of request *' (a dropdown menu), 'Your Email Address *' (a text field), 'First name *' (a text field), 'Last name *' (a text field), 'Phone Number' (a text field), 'Product Type*' (a dropdown menu), and 'Product*' (a dropdown menu). The entire form is enclosed in a green border.

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)



	 <p>Source: Seek Thermal Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras</p>
(a) receiving a plurality of communications, each having associated classification	<p>The Seek Thermal Customer Service receives a plurality of communications, each having associated classification information.</p> <p>For example, Seek Thermal Customer Service receives calls from multiple callers. For each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices via keypad entry. The responses are</p>

information;

used to classify the call.

Support Hours

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Source: [Support Hours - Seek Thermal Support](#)

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Source: [Support Hours - Seek Thermal Support](#)

Seek[™]
thermal
Seek Thermal Support

[Get General or Technical Support](#)

Type Of request *

Your Email Address *

First name *

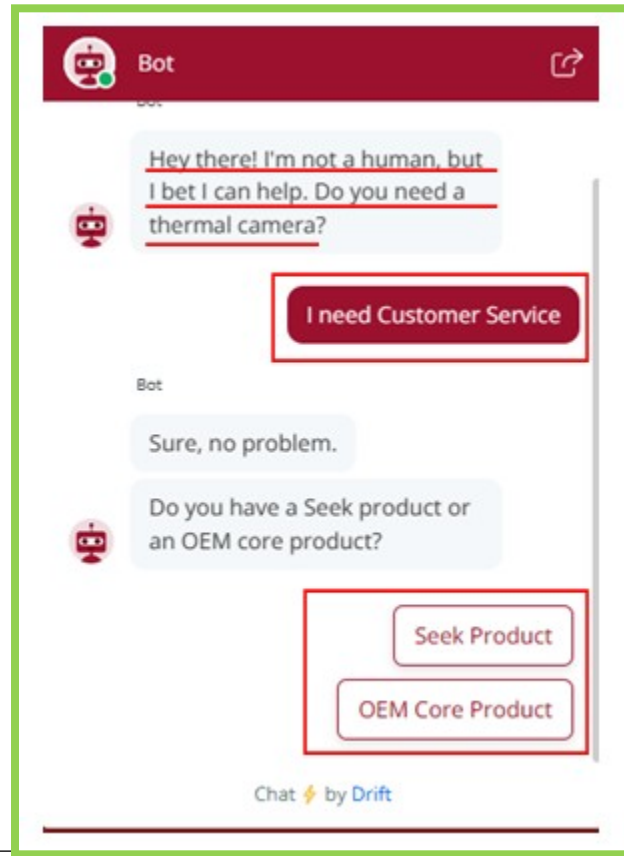
Last name *

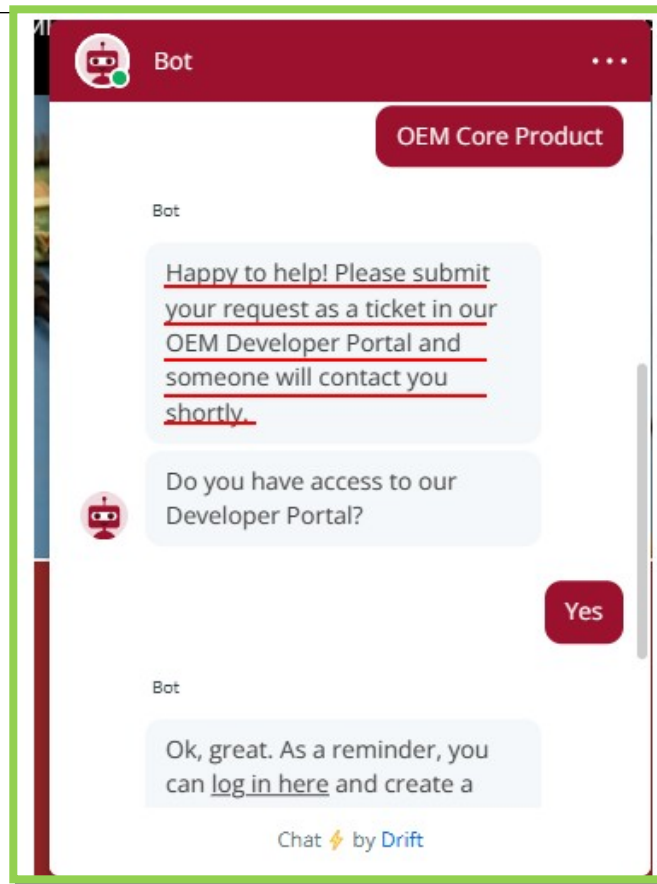
Phone Number

Product Type*

Product*

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

(b) storing information representing characteristics of at least three potential targets; and

The Seek Thermal Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.

For example, Seek Thermal Customer Service stores information about the skill set possessed by agents who are potential targets of the call. Seek Thermal employs numerous agents, at least three of which possess the skill set required by the call.

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Support Hours

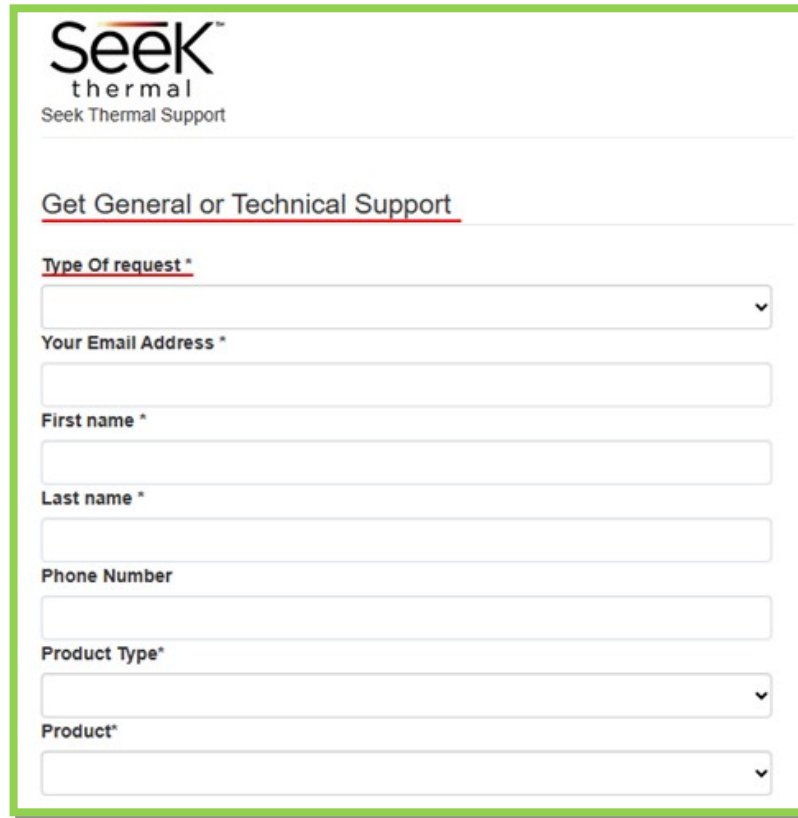
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Source: [Support Hours - Seek Thermal Support](#)

A screenshot of a web form for Seek Thermal Support. The form is titled "Seek thermal" with the tagline "Seek Thermal Support" below it. The main heading is "Get General or Technical Support". The form contains several input fields: "Type Of request *" (a dropdown menu), "Your Email Address *" (a text field), "First name *" (a text field), "Last name *" (a text field), "Phone Number" (a text field), "Product Type*" (a dropdown menu), and "Product*" (a dropdown menu). The form is enclosed in a green border.

Seek[™]
thermal
Seek Thermal Support

Get General or Technical Support

Type Of request *

Your Email Address *

First name *

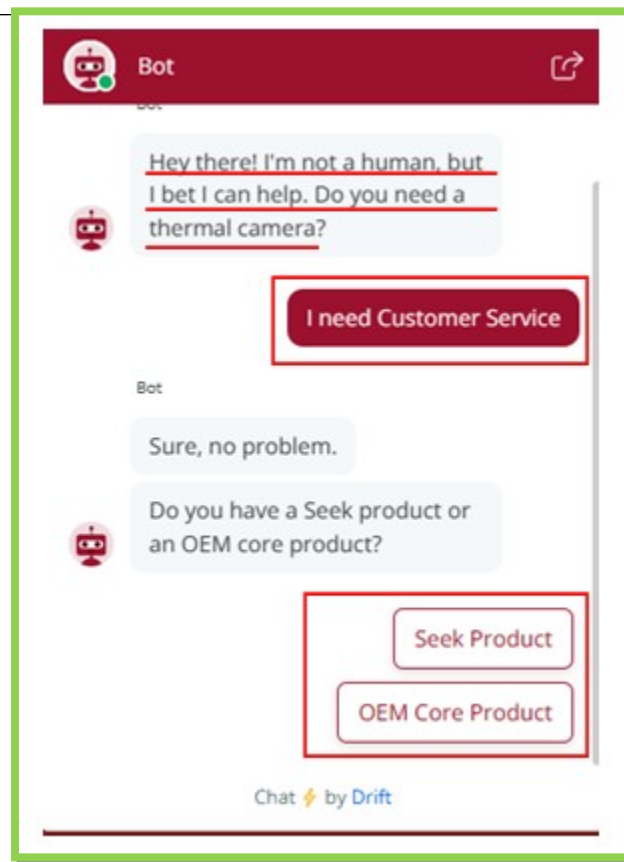
Last name *

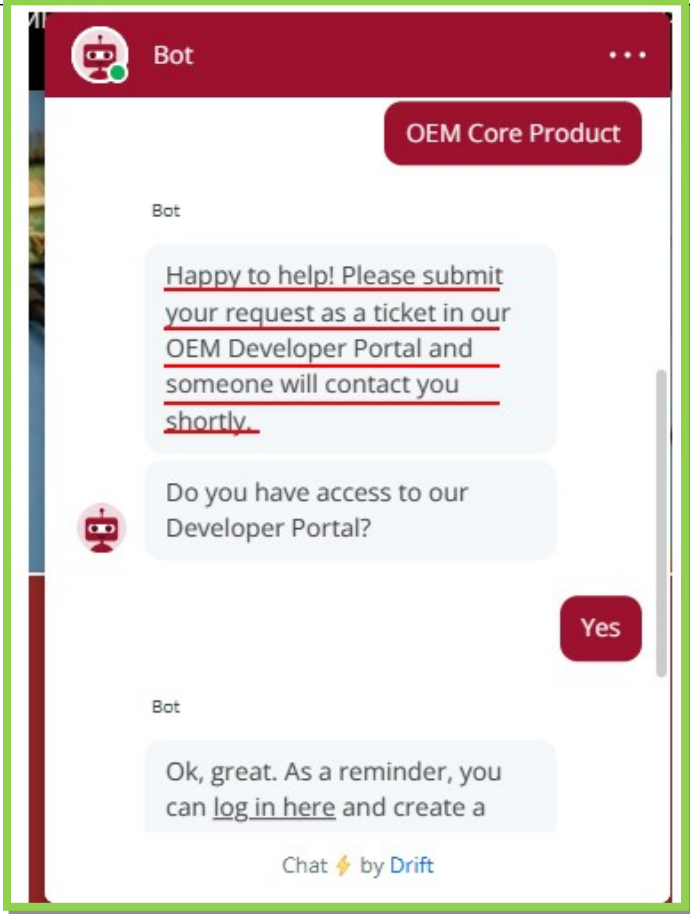
Phone Number

Product Type*

Product*

Source: [Online Support Form \(netsuite.com\)](#)



	 <p>Source: Seek Thermal Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras</p>
(c) determining, in a combinatorial optimization, an optimum target	<p>The Seek Thermal Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a combinatorial optimization comparing at least three potential targets.</p> <p>For example, Seek Thermal Customer Service analyses the caller selection to determine</p>

for each communication based on the communication classification, and target characteristics.

one or more skills that an agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system determines the potential agent based on the communication classification and performs automated skill-based routing of calls using Zendesk Omnichannel support (i.e., a combinatorial optimization).

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Get General or Technical Support

Type Of request *

Your Email Address *

First name *

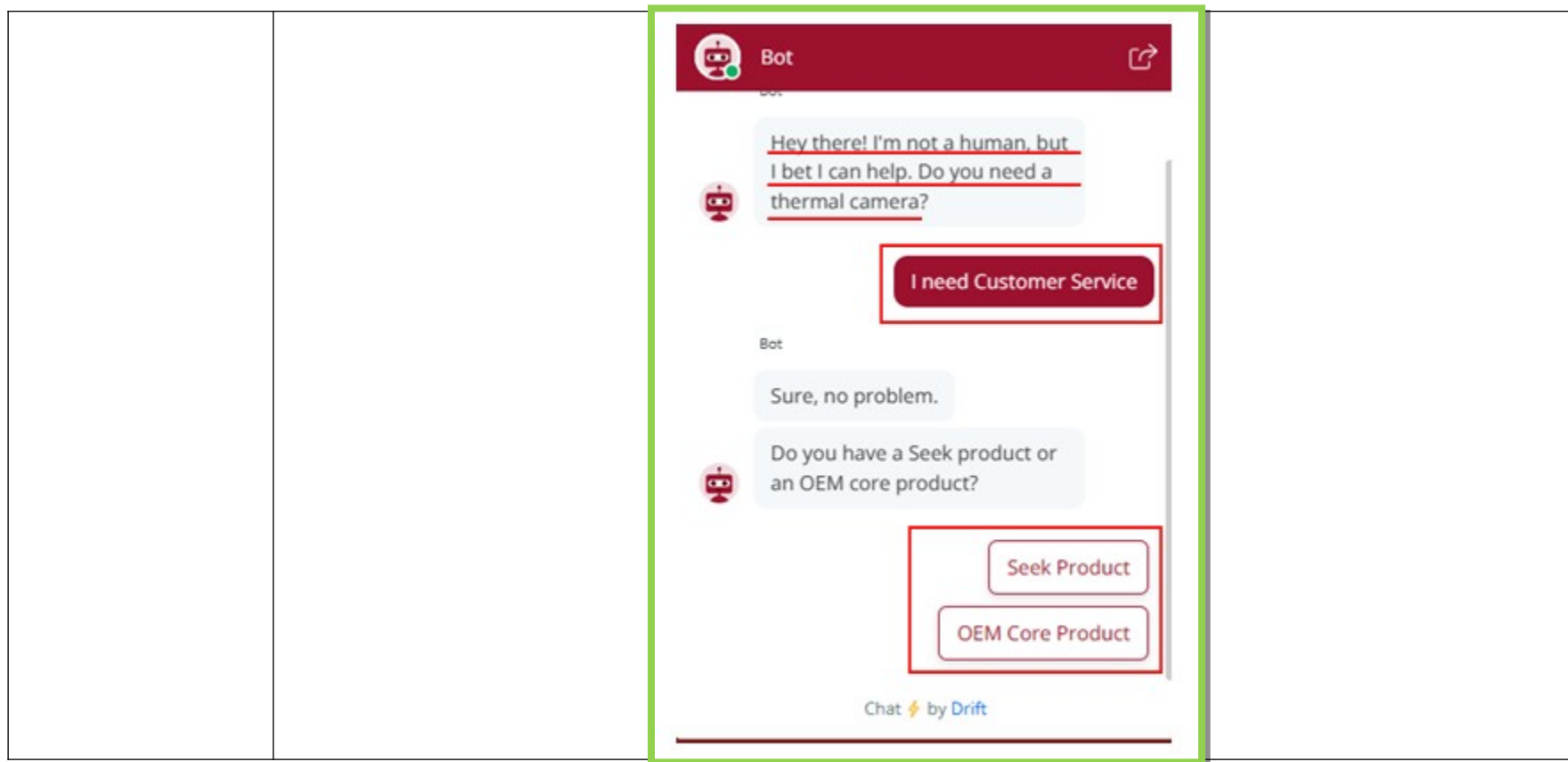
Last name *

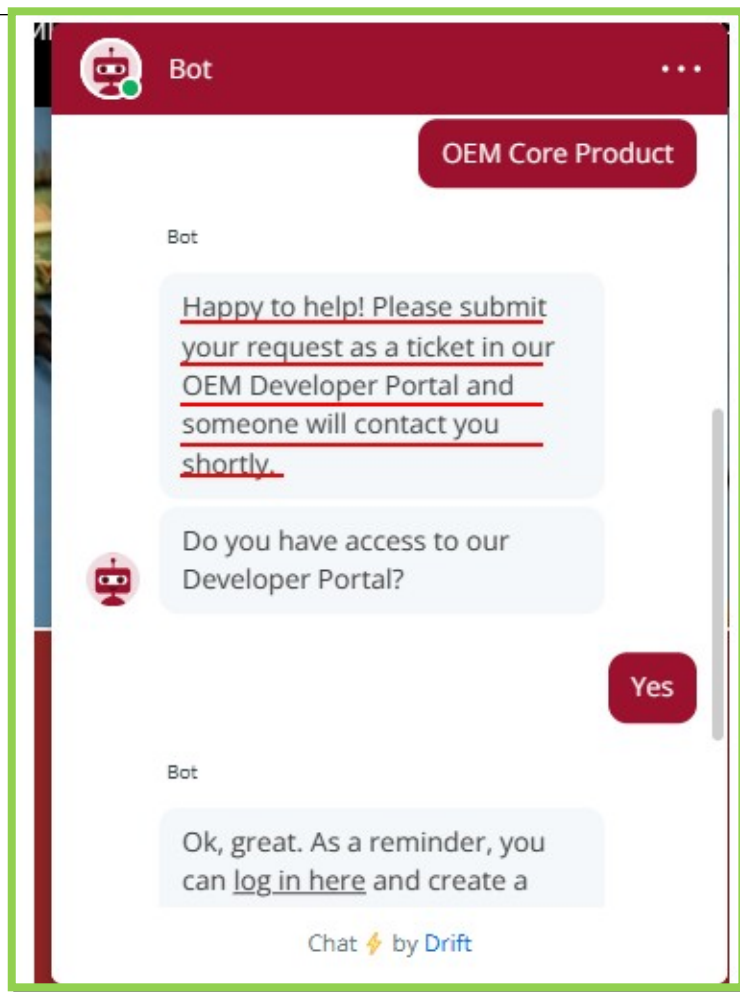
Phone Number

Product Type*

Product*

Source: [Online Support Form \(netsuite.com\)](https://netsuite.com)





Source: [Seek Thermal | Affordable Infrared Thermal Imaging Cameras - Affordable Infrared Thermal Cameras](#)

Seek Thermal selects Zendesk Service for Customer Support

In 2014, [Seek Thermal](#), a United States based Manufacturing organization with 80 employees and revenues of \$8.0M selected [Zendesk Service](#) for Customer Support while displacing [Legacy Applications](#), and integrating with the existing systems being used.

Customer	Vendor	Old Product	New Product	Category	Market	Users	VAR/SI	When	Live
Seek Thermal	Zendesk	Legacy Applications	Zendesk Service	Customer Support	CRM	n/a	n/a	2014	2014

Source: [Seek Thermal selects Zendesk Service for Customer Support \(appsruntheworld.com\)](#)

Meet Zendesk AI

AI is here to stay, but only Zendesk makes it easy to start. Better support, workflows and routing—right out of the box.

Source: [Zendesk: Customer Service Software and Sales CRM | Best in 2023 | Zendesk India](#)